

GETTING THE BASICS RIGHT

Training programme brought to you by the Chartered Institute of Housing



The housing landscape

Working in housing is more pressured and challenging than ever, and recent events have put the spotlight on the need for housing professionals to be equipped with the skills and training they need to face their day-to-day work like never before.



Frontline professionals

In a complex political, social and economic environment and the aftermath of the tragic fire at Grenfell Tower, housing organisations across the country told us they wanted robust, up-to-the-minute training for their frontline professionals and we have responded with a brand new training package called *Getting the basics right*.



Training solution

Getting the basics right is a four-day training course which will give your staff up-to-the-minute training across a range of core areas of housing practice. It consists of four modules delivered at your offices over the course of four days by our fully-qualified housing consultants.

Introduction to housing



Understanding the context for your work is crucial - this module will provide this essential background and give staff a full understanding of the policy landscape, how housing is funded and regulated, the rights of tenants and much more.

Rent arrears and fixed-term tenancies



In a tough financial climate keeping on top of income is crucial. This module will examine key challenges and best practice in arrears management and explore the implementation of fixed-term tenancies.

Introduction to anti-social behaviour (ASB)



Dealing with anti-social tenants remains a significant issue for housing organisations everywhere. This module will give your staff an understanding of what anti-social behaviour is, the tools to deal with it, how to support victims and more.

Customer service excellence



A high standard of customer service should sit at the heart of any housing organisation's offer - this module will equip your staff with key principles of dealing with customers so that you can have the very best relationship.



This four-day, in-house training programme costs **£6,000** + VAT and up to 15 staff can attend.



Need training in a specific area?

You can also pick from more than 30 training modules covering everything from data protection and rent arrears to tackling homelessness and dementia awareness.

These one-day modules are charged at a day rate and up to 15 members of staff can take part. They are delivered in your offices by our qualified consultants.

TRAINING MODULES AVAILABLE

- Coaching skills for managers
- Condensation, dampness and mould growth
- Customer service excellence
- Dealing with challenging customers
- Dementia awareness
- Data protection
- DIY possession proceedings
- Effectively tackling ASB
- Estate management
- Fixed term tenancies
- Guide to developing policies and procedures
- Homelessness and allocations
- Housing disrepair and the law
- Housing management law update
- Housing officer in court
- Introduction to ASB
- Introduction to development and regeneration
- Introduction to homelessness
- Introduction to housing for new staff
- Introduction to housing management law update
- Introduction to leasehold management
- Introduction to property inspection
- Mental health and housing practice
- Rent arrears
- Right to buy and right to acquire
- Repairs reporting skills
- Role as an involved resident
- Succession, assignment and exchange
- Sustainable tenancies
- Safeguarding adults
- Scrutiny
- Understanding hoarding
- Understanding mental health



Looking for something more advanced?

We also offer formal accredited qualifications from introductory level 2 courses right the way up to advanced level 5 courses for housing professionals.

Visit www.cih.org/qualifications to find out more about our accredited qualifications.



To find out more or to **book** for *Getting the basics right*, please email or call us now!